

## Everyone say hello to **SARA**!

Most employee surveys in the US indicate that employees want more feedback and our surveys are no different. During the months of January and February many of you will be going through the performance review process and as much as we want feedback, tough feedback can be hard to take. Managers are encouraged to be candid and honest about both our achievements and our struggles. While our heads understand that we can't fix what we don't know is broken and that we know our job is to meet the expectations of our supervisors, our hearts feel differently.

Well, this is normal. Studies indicate that there is a natural response to hearing negative feedback. And this response is called **SARA**! Shock **A**nger **R**esistance **A**cceptance. Look at the chart below. I don't think there is anyone who hasn't caught themselves saying one of those statements.



This little cycle we go through is completely natural. Don't beat yourself up over this. Breathe and then move forward. In the end the decision is yours to adapt in order to meet what is expected of you or to face consequences.

The key here is that while you are at work you have

to remain professional and productive while you are going through your **SARA**. Poor behavior will only make things much worse for everyone.

As for managers, it is also important to know about Miss **SARA**. You may be expecting your reports to change immediately and/or to be thankful that you care enough to tell them the truth about the issues and offer help. But they may need just a minute before they break out the thank-you cards! It is hard being the manager and delivering this kind of news, but you know that things need to be said in order to give our employees a fair chance to make the changes. In the end A-Players on your team will thank you for it, but it takes time and everyone has their own timetable.

HR has a vast number of tools to help employees address their challenges and to assist managers in making action plans out of their critique. Contact us if you would like any of the following:

- 360 Degree Surveys
- Personality Profiles
- Team Building
- Sample Tactics to Improve Performance
- Training
- Careerpathing
- Succession Planning

BE the change you want to see in others,

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